

Fortinet Service Terms & Conditions
For FortiCare, FortiGuard and other Fortinet Service Offerings

THESE TERMS AND CONDITIONS APPLY TO THE PROVISION OF SERVICES BY FORTINET AND EXCLUSIVELY GOVERN THE LEGAL RELATIONSHIP BETWEEN YOU (THE "CUSTOMER") AND FORTINET. IT SETS FORTH THE LEGALLY BINDING RIGHTS AND OBLIGATIONS OF THE CUSTOMER IN RELATION TO FORTICARE SUPPORT OR FORTIGUARD SUBSCRIPTION SERVICES OR OTHER FORTINET SERVICE OFFERINGS. THE CUSTOMER CONSENTS TO BE BOUND BY THESE TERMS AND CONDITIONS (THE "AGREEMENT"). THE CUSTOMER REPRESENTS THAT IT IS A SOPHISTICATED ENTITY THAT HAS READ AND UNDERSTANDS THIS AGREEMENT AND HAS HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL BEFORE AGREEING TO THE TERMS HEREIN. IF THE CUSTOMER DOES NOT AGREE TO THE TERMS, THE CUSTOMER SHOULD NOT ACCEPT THE AGREEMENT AND SHOULD CONTACT LEGAL@FORTINET.COM TO REQUEST CHANGES TO THE AGREEMENT. THE CUSTOMER AGREES THAT ANY OF THE FOLLOWING ACTIONS BY CUSTOMER REPRESENTATIVES REPRESENT THE CUSTOMER'S AUTHORIZED CONSENT TO BE BOUND BY THIS AGREEMENT: (I) RECEIVING, DOWNLOADING, DEPLOYING OR USING ANY SOFTWARE PROVIDED IN CONNECTION WITH FORTINET SERVICES, (II) RECEIVING, CONFIGURING, LOGGING IN, REGISTERING OR OTHERWISE USING OR BENEFITTING FROM THE SERVICES, OR (III) BY CLICKING ON THE "ACCEPT" BUTTON UPON REGISTRATION (ANY OF (I), (II), OR (III) SHALL CONSTITUTE "ACCEPTANCE" BY CUSTOMER). THE CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT THE PERSON ENGAGING IN (I), (II), AND/OR (III) IS AUTHORIZED TO BIND THE CUSTOMER TO THE TERMS HEREIN. FOR CLARITY, NOTWITHSTANDING ANYTHING TO THE CONTRARY, IF CUSTOMER IS USING AN AUTOREGISTRATION TOOL OR HAS ENGAGED A FORTIPARTNER OR FORTINET TO REGISTER THE SERVICE CONTRACT ON ITS BEHALF, CUSTOMER ACKNOWLEDGES AND AGREES THAT ANY AND ALL UNITS REGISTERED USING SUCH TOOL SHALL BE SUBJECT TO THIS AGREEMENT.

Services are available independently or in connection with the purchase of Fortinet's commercial networking products and related equipment, including Hardware products with embedded Software, and stand-alone Software products sold and licensed to Customer pursuant to Fortinet's End User License Agreement ("EULA"), which EULA is available at <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf>, and Customer hereby agrees to the terms of the EULA.

This Agreement constitutes a legal agreement between the parties with respect to FortiCare and FortiGuard Subscription services or other Services, and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral. Notwithstanding anything to the contrary, Fortinet is only bound by, and Customer is only entitled to, services pursuant to official service descriptions that are authorized by Fortinet pursuant to this Agreement and are contractually binding on Fortinet pursuant to the terms herein.

1. DEFINITIONS

- 1.1. *"Active Service Coverage Level"* means the purchased level of Technical Support for which the Customer is entitled to receive, which is further defined in the applicable Service Description.
- 1.2. *"Customer"* means any entity or person that has purchased a Product or Service Contract from an authorized FortiPartner or Fortinet, for internal business purposes and not for further sale nor for providing chargeable services to third parties.
- 1.3. *"Customer Service"* means a function and associated ticket type within TAC handling mainly non-technical queries and registration issues.
- 1.4. *"Documentation"* means any customer support manuals, technical manuals, and/or "Help" files within the Services that relate to the Services and that Fortinet makes available to Customer in connection with this Agreement and/or through the Services.
- 1.5. *"Enterprise Agreement Program"* means account based Service as described in applicable Service Description and, pursuant to this Agreement, that provides multiple Service Contracts through prior agreement and subsequent purchase.
- 1.6. *"FortiCare"* means a time-based subscription to Technical Support Services, as defined in the applicable Service Description, and which are delivered by Fortinet on behalf of that FortiPartner.
- 1.7. *"Fortinet"* means Fortinet, Inc.
- 1.8. *"FortiPartner"* means a Fortinet authorized distributor or reseller of Fortinet Products and Services.
- 1.9. *"Hardware"* means a Fortinet appliance or chassis, excluding all software incorporated or bundled with such devices.
- 1.10. *"Product Bundle"* means Product sold with defined Services.
- 1.11. *"Product"* means any Hardware with associated Software including Product Bundles, or stand-alone Software which is covered by a Service Contract.
- 1.12. *"Registration Date"* means the date the Product or Service Contract or Renewal Service Contract is registered in the Support Portal. Service activation takes place on registration of the Service Contract subject to Fortinet's then-current Service Activation Policy.
- 1.13. *"Renewal Service Contract"* means the continuation of a Service Contract for a defined service term which may be purchased for any Product that has been previously registered with a pre-existing Service Contract.

- 1.14. “Service(s)” when used individually means a subscription to one of Fortinet’s service offerings (FortiCare, FortiGuard, etc.) or in plural when generally referring to Fortinet’s service offering; Services are only available by purchasing a Service Contract
- 1.15. “Service Activation Policy” means Fortinet’s Service Contract Activation and Grace Period Policy located at <https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy> which Fortinet may update from time to time in its discretion.
- 1.16. “Service Contract” means a term-based subscription to a Service which shall be registered with Fortinet and is provided pursuant to the Service Description, the Active Service Coverage Legal, Fortinet’s standard service practices, and the terms of this Agreement.
- 1.17. “Service Description” means the applicable, then-current official Fortinet description of a Service.
- 1.18. “Software” means Fortinet computer software, Fortinet software subscription services and bug fixes, in each case provided by Fortinet either directly or from FortiPartner, whether purchased as embedded within the Hardware or as a standalone software product or operating software release or update service.
- 1.19. “Support Portal” means an on-line service portal designed to allow Customers to register and access their applicable purchased Services. For example, the Support Portal can be used to create Technical Tickets, access documentation, and obtain software releases. The Support Portal is available at <https://support.fortinet.com> or such other web address as may be communicated by Fortinet or, for FortiPartners at <https://partnerportal.fortinet.com>.
- 1.20. “TAC” means Fortinet’s technical assistance center.
- 1.21. “Technical Support” means the provision of technical support assistance under FortiCare Services to resolve issues related to Products and Services and in accordance with the Active Service Coverage Level.
- 1.22. “Technical Ticket” means a Customer’s request for Technical Support under a Service Contract, whereby Customer will provide a suitable description of the reason why Customer is seeking Technical Support and all technical details to allow Fortinet’s support team to investigate Customer’s request.
- 1.23. “Upgrade Service Contract” means a Service Contract which provides or amends an existing Service Contract with an additional service entitlement.

2. FORTICARE

2.1. Upon activation of a FortiCare Service Contract Fortinet shall use commercially reasonable efforts to provide the Customer with the following entitlements exclusively in connection with the Product unit(s) covered by the FortiCare Service Contract to the extent within the scope of its Service Contract: (a) access to the Support Portal; (b) access to the TAC for Customer Service assistance as well as resolution of Technical Tickets; (c) access to Software updates as available either automatically via the FortiGuard distribution network or at the Support Portal(maintenance and feature releases) exclusively for the Products covered by the FortiCare Service Contract; and (d) the replacement of Hardware determined by Fortinet to be defective. For more details refer to the FortiCare Service Descriptions.

Technical Support

- 2.1.1. Assistance by telephone or via the Support Portal or via web-chat in relation to troubleshooting of Product technical issues, as well as usage and configuration.
- 2.1.2. Access to the TAC in accordance with the Service Descriptions.
- 2.1.3. Access to the Support Portal for the Customer to create Technical Tickets, manage Product and Service assets, obtain Software updates, as well as providing access to Documentation including trouble-shooting information. Technical Tickets shall be processed by Fortinet in accordance with Sections 2.1.4 and 2.1.5.
- 2.1.4. Processing of Technical Tickets in accordance with the Technical Support procedures and support day/time limitations outlined in Fortinet’s official applicable FortiCare service documents.
- 2.1.5. Workaround solutions, resolutions or Software maintenance releases to resolve Technical Tickets. The Customer acknowledges that Software and/or Hardware are never error-free and that, despite commercially reasonable efforts, Fortinet may be unable to provide answers to, or be unable to resolve, some requests for Software or Hardware support.
- 2.1.6. Maintenance releases and feature updates for Software. Customer may access such updates via password-protected web access. This is subject to one copy per Software release or signature file as appropriate and is subject to the EULA and exclusively for the Products covered by the FortiCare Service Contract.
- 2.1.7. Where Hardware replacement is deemed necessary and the defect is confirmed by Fortinet, Hardware replacement services, in accordance with the EULA and the Active Service Coverage Level.

Hardware Replacement

- 2.2. Hardware replacements are subject to the EULA.
- 2.3. Hardware replacements are shipped to the Customer with incoterm DAP (Delivery At Place) using a Fortinet carrier, freight prepaid by Fortinet, excluding any import duties, taxes or other fees.
- 2.4. Hardware replacement Service is subject to geographical restrictions.
- 2.5. Fortinet is not responsible for transportation or customs delays. Customer compliance with export controls and destination customs processes may condition shipment times.

Product Life Cycle

- 2.6. The type of Technical Support provided under FortiCare may vary depending on the Product's life cycle as determined by Fortinet. An up-to-date version of the Product life cycle shall either be stored on the Support Portal or available by contacting Fortinet.
- 2.7. For any Software that is in the "End of Support" phase, as defined in Fortinet's then-active Product life cycle policy as determined by Fortinet, Fortinet may provide Technical Support for Software issues at its sole discretion. Such Support Services are limited to advisory support and do not include new Software releases to address Software defects unless otherwise stated in the Active Service Coverage Level.

Exclusions

- 2.8. Fortinet is excused from performance in the following circumstances:
 - 2.8.1. In the event of a request for on-site activity for FortiCare, or any request for step-by-step installation and configuration of a Product or creation of custom SQL reports. Note that Professional services may be available for purchase by Customer to provide such services.
 - 2.8.2. Technical Support does not cover technical assistance with respect to the investigation or resolution of security incidents taking place in the Customer's environment.
 - 2.8.3. In the event the Customer alters, damages or modifies the Product or any portion thereof.
 - 2.8.4. For any problem caused by the following, except where directly caused by Fortinet: accident; transportation; neglect, abuse, misapplication, or misuse; alteration, modification, or enhancement of the Product; failure to provide a suitable installation environment for the Product; use of supplies or materials not meeting Product specifications; use of the Product for other than the specific purposes for which the Product is designed.
 - 2.8.5. For the Product that is used on any systems other than the specified hardware platform for such Product as described in the Product's then-current datasheet. Fortinet shall have no liability for any changes in the Customer's hardware, which may be necessary to use the Product due to a workaround or maintenance release.
 - 2.8.6. For any Hardware that is in the "End of Support" phase, as defined in Fortinet's then active Product life cycle policy as determined by Fortinet, unless otherwise stated in the Active Service Coverage Level.
 - 2.8.7. For any Product that has not been publicly released.
 - 2.8.8. For third-party devices (including, without limitation, hardware, software, infrastructure such as cabling) or problems associated with such elements.
 - 2.8.9. Any usage of FortiGuard service updates that are not specifically authorized by Fortinet in writing including, without limitation, accessing signature packages for the purpose of duplication. For clarity, FortiGuard service updates are only provided for the Product that is covered by a FortiGuard Service Contract.
 - 2.8.10. For issues related to hardware consumables, which may be physically installed within a Fortinet appliance, such as SFPs, SDD cards and solid state or hard disk drives, (if these are non-Fortinet supplied hardware and as a result of a technical analysis a fault or defect is traced to the use of non-Fortinet supplied hardware).
 - 2.8.11. Non-Fortinet Support. To the extent Customer provides its own technical support or engages a non-approved third party to provide technical support, Fortinet is not responsible for such support, and Customer represents and warrants that all such technical support pursuant to this Section shall be performed in a satisfactory and commercially reasonable manner and will not infringe upon Fortinet's rights or the rights of any third party. Fortinet shall be relieved of its Technical Support obligations to the extent Customer's actions interfere with Fortinet's ability to meet its service obligations under the Active Service Coverage Level.

Customer Obligations

Customer is obligated and responsible for the following, and Fortinet's responsibilities and obligations shall be subject in full to Customer meeting its following obligations:

- 2.9. Properly activate and register Service Contracts and proper inclusion in such activation and registration the correct and full

Customer name and location who is the beneficiary of such Support Contract against a specified Product unit or Support Portal account. Customer acknowledges that the Agreement applies in full when the registration of the Products and Services is made by the Customer indirectly through a FortiPartner or Fortinet Customer Services. For all Service Contracts provided as part of the Enterprise Agreement Program, Fortinet will automatically register such Service Contracts and the effective date will be as communicated by Fortinet to the Customer.

2.10. Ensure that the Product covered by FortiCare Service Contract is used for its intended purpose and maintained in line with the applicable Product datasheets and documentation, as well as to maintain an accurate location of the Product unit at all times.

2.11. Maintain Software at the current Software release and upgrade to the latest release of Software if it is required to resolve a reported technical issue.

2.12. Provide access at Customer's expense to the Product for troubleshooting purposes, subject to the Customer and Fortinet agreeing on appropriate security measures to prevent unauthorized access to Customer's network, provided, however, the ultimate responsibility for the security of the network lies with the Customer. Fortinet will not connect to the Customer's network without prior authorization and such connection will be solely to provide Technical Support. Customer has the right to monitor such access by Fortinet. Where (a) the Customer causes delay in providing connectivity in accordance with this Section or (b) Customer and Fortinet cannot agree on appropriate security measures to prevent unauthorized access to Customer's network in the performance of Technical Support, Fortinet will be excused from performing the Service and from any damages or other losses attributable to such delay or lack of Service provision.

2.13. Cooperate in full with Fortinet, provide Fortinet all relevant information, and make available knowledgeable technical staff to aid in troubleshooting and comply with Fortinet's Technical Support recommendations.

2.14. Return the replaced Hardware unit in accordance with Incoterm 2020 DAP (Delivery at Place) to the location specified in the return instructions provided by Fortinet within 30 days of the receipt of a replacement Hardware. Customer shall follow Fortinet's specifications for packaging and labeling of the defective Hardware unit, assume all costs associated with returning the defective Hardware unit (except for applicable import duties and taxes, if any) and provide insurance for all returned Hardware equipment. For clarity, Hardware returns that are improperly packaged will not be accepted by Fortinet and returned at the Customer's expense.

2.15. Ensure Service Contracts are transferred to any replacement Products. Customer acknowledges that this action is required to continue to receive FortiCare Services and accepts that there may be a delay of up to four hours to re-establish FortiGuard security services. Maintaining reasonable internal security policies and processes, such as related to internal passwords, its facilities, its administrator access to information and systems, and use of wireless access points.

2.16. Ensure Customer does not share any Customer, Customer employee, or any third party sensitive, confidential, or private information with Fortinet, except as permitted and to the extent necessary for Fortinet to meet its obligations under this Agreement, and, in the event such is shared, with clear notice to Fortinet of proper handling requirements for, and sensitivity of, such information.

3. FORTIGUARD

3.1. FortiGuard is a Service pursuant to which access to updates is provided, which updates may, for instance, mitigate to the risk of identified network security threats. These are developed in response to evolving internet activity and delivered via security threat databases, produced by machine intelligence and experts.

3.2. Customer is responsible for configuring the frequency of FortiGuard security updates, which may be available on either an automatic or manual basis.

3.3. The creation of Technical Tickets for issues related to FortiGuard requires an active FortiCare Service Contract covering the FortiGuard service.

4. EVALUATIONS.

For registration of any Software that Fortinet makes available for evaluation (together "Evaluation Software"), the following terms apply:

4.1. All Evaluation Software is licensed pursuant to the EULA referenced above.

4.2. Fortinet makes available a limited, revocable license to Evaluation Software solely for the purpose of testing and evaluation, and not for commercial use or use in production environments. Fortinet disclaims liability and shall not be responsible for the Customer's use of Evaluation Software in production environments.

4.3. Unless otherwise noted on the Evaluation Software entitlement, the Evaluation Software license is limited to sixty (60) days from the start date provided by Fortinet (solely for Section 4, "Term"). The Customer must cease use of the Evaluation Software upon expiration of the Term. At Fortinet's discretion, a new Software license may be provided for additional Evaluation.

4.4. Fortinet retains all right, title, and interest in the Evaluation Software and all materials delivered in connection with such

Evaluation Software, including without limitation, all changes and improvements made, requested, or suggested by Customer. All results of this evaluation and any feedback shall be deemed to be confidential information and trade secrets of Fortinet, and may not be disclosed by Customer to any third party without Fortinet's written consent. At Fortinet's request, Customer shall provide to Fortinet any results of the Evaluation.

4.5. Customer also hereby affirms that Customer will comply fully with all relevant import and export laws and regulations of the United States and any other country ("Export Laws") with respect to any use of Confidential Information including but not limited to export, re-export, ship, transfer to an embargoed country or other sanction by the United States namely Cuba, Iran, N. Korea, Syria, Sudan and the Crimea Region of Ukraine are prohibited; that Customer is allowed to legally conduct business with Fortinet, and you are not on any United States government restricted lists (such as the Denied Persons List, Entity List, Unverified List, or Consolidated Screening List) or similar lists from any government that may restrict your ability to legally conduct business with Fortinet.

5. SERVICE TERM, PAYMENT TERM, AND RENEWALS

5.1. Service Term. Each Service is covered individually by this Agreement, and expires in accordance with the terms contained in this Agreement or according to Fortinet's policies and the term of the Service Contract. Unless otherwise specified in the Service Description, Service Contracts are for a set duration and do not auto-renew. Where a particular Service either expires or is terminated, the Agreement remains in full force for all other Products and active Service Contracts. Service Contracts may apply only to a single unit of Product or Support Portal account(s) as described in the relevant service description. i.e. each unit of Product will require its own separate Service Contract to receive Service. Any use or attempt to use a Service Contract with a Product unit other than the Product unit covered by the Service Contract for which the Service Contract was originally purchased and registered or with a Support Portal account(s) other than the designated Support Portal account(s) covered by the Service Contract is considered a material breach of the Service Contract and will result in the termination of such Service Contract without refund of any fees paid by Customer and additional fees will be immediately due by Customer to Fortinet based on Fortinet's then-current list price for any incremental, additional Services beyond those authorized by the Service Contract.

5.2. Registration and renewal registration. Customer must register their Service Contract, Product Bundles and Products in accordance with the Service activation policies set forth at <https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy> which Fortinet may update from time to time in its discretion whereby the new Service activation policies as posted will apply at the time posted and going forward. Customer is fully responsible to ensure complete and accurate information is included in the registration of the Service Contract, including the correct and full name and location who is the beneficiary of such Support Contract against a specified Product unit or Support Portal Account. CERTAIN STANDALONE SERVICE CONTRACTS WHICH ARE NOT REGISTERED IN ACCORDANCE WITH THE SERVICE ACTIVATION POLICIES MAY BE FORFEITED AND FORTINET SHALL HAVE NO OBLIGATION TO THE CUSTOMER REGARDING THIS AGREEMENT OR ANY RELATED SUPPORT SERVICES. To the extent the Services experience any interruption due to Customer's failure to register a Renewal Service Contract, Fortinet shall not be responsible for providing Services during such interruption and will not be responsible for any losses or damages incurred by Customer or any third party attributable to this interruption in Services.

5.2.1. Notwithstanding anything to the contrary, Customer authorizes Fortinet to, in its sole discretion, automatically register any Renewal Service Contract, or Upgrade Service Contract for subsequent renewal periods for which a purchase order has been placed or upon invoicing. FOR CLARITY, REGISTRATION IS THE RESPONSIBILITY OF THE CUSTOMER AND FORTINET IS NOT OBLIGED TO REGISTER THE RENEWAL SERVICE CONTRACT OR THE UPGRADE SERVICE CONTRACT.

5.2.2. Registration for Enterprise Agreement Program. For all Service Contracts provided as part of the Enterprise Agreement Program, Fortinet will automatically register such Service Contracts and the effective date will be as communicated by Fortinet and accepted by the Customer on receipt of purchase order, therefore Section 5.2 will not apply.

5.2.3. Standalone Product without Service Contracts or Bundles. If Customer purchases Product without any Services or bundles, Customer must still register their Product in their Support Portal in order to receive benefits such as license, RMA and warranty coverage.

5.3. In order to maintain a continuous service period, the effective date of any Renewal Service Contract shall begin the next calendar day following the expiration date of the previous Service Contract. In the event that registration of a Renewal Service Contract is beyond one hundred eighty (180) calendar days following the expiration date of the previous Service Contract, such Renewal Service Contract effective start date will be the date that is one hundred eighty (180) calendar days prior to the actual Registration Date of the Renewal Service Contract.

6. PRIVACY AND SECURITY

6.1. Customer hereby consents to Fortinet's collection, use, protection and transfer of Customer's information as described in the Fortinet Privacy Policy on the Fortinet web site (<https://www.fortinet.com/corporate/about-us/privacy>) Fortinet may process and store Customer data in the United States or any other country in which Fortinet or its agents work or maintain facilities. Customer will take reasonable steps not to disclose to Fortinet any personally identifiable, confidential or sensitive data, and Customer hereby consents to Fortinet's processing and storage of Customer data, acknowledging and agreeing that Fortinet is merely a data processor

and Fortinet's Data Protection Addendum, which is hereby incorporated by reference (<https://trust.fortinet.com/product/default/data-protection-addendum>), will apply to personal data within its scope. Customer will not provide Fortinet with "protected health information" that is subject to the U.S. Health Insurance Portability and Accountability Act (HIPAA) unless (i) the relevant service is provided in connection with a Fortinet Product that is eligible for coverage under Fortinet's business associate agreement ("BAA") and Customer has entered into the BAA with Fortinet or (ii) Customer's configuration and use of the product to which the service relates are exempt from HIPAA BAA requirements under applicable guidance from the U.S. Department of Health and Human Services. Customer will comply with the Fortinet Data Terms (<https://www.fortinet.com/corporate/about-us/legal/data-terms>).

6.2. **Customer consent and privacy.** Fortinet recommends, and (where required by law) requires, the posting of legally sufficient notices to data subjects, consumers and other relevant individuals ("End Users") regarding the collection of End User data through the Services. IT IS CUSTOMER'S SOLE OBLIGATION TO COMPLY WITH ALL NATIONAL AND LOCAL LAWS REGARDING CONSUMER DATA PRIVACY AND PRIVACY DISCLOSURE LAWS.

6.3. Customer agrees, acknowledges, and warrants that it is responsible to ensure that all End Users agree and acknowledge, that Fortinet may be required by law to provide assistance to law enforcement, governmental agencies and other authorities. Accordingly, Customer agrees and shall procure that all End Users agree that:

6.3.1. Fortinet may implement and maintain an interception capability suitable to meet these regulatory requirements where Fortinet and/or FortiPartners are obliged by law to ensure or procure that such a capability is implemented and maintained;

6.3.2. Fortinet may implement and maintain a data retention capability for the Service to meet regulatory requirements where Fortinet and/or its FortiPartners are obliged by law to ensure or procure that data is retained; and

6.3.3. Fortinet may at times cooperate with law enforcement authorities and rights-holders in the investigation of any suspected or alleged illegal activity by Customer or End Users. If Fortinet is required to do so by law, this may include but is not limited to, disclosure of the Customer's or End Users' contact information to law enforcement authorities or rights-holders.

6.4. To the extent Customer receives administrative access IDs and passwords in connection with any accounts for the Services, Customer shall be solely responsible for maintaining its security, and shall be fully responsible for all activities which occur relating to access to the Services and use of any other features (including wireless access point(s), as applicable) under that administrative access ID and passwords. Customer agrees to notify Fortinet immediately of any actual or suspected unauthorized use of Customer's account or any other breach of security known by Customer.

6.5. Although some of our Services may provide certain notices or may seek certain consents from certain End Users, Fortinet does not provide legal advice, and Customer remains solely responsible and solely liable for independently (i) determining what notices and consents are legally required and (ii) providing such notices and obtaining such consents.

6.6. **Service/support portal access and security.** As part of the Services, Customer may receive administrative access ID's and passwords upon installation or registration. Customer shall be solely responsible for maintaining the security of its administration access information, and shall be fully responsible for, all activities which occur, relating to access to the Services under Customer's administrative access ID. Fortinet is not responsible for unexpected use of Services or data whether by ex-employees, compromised user passwords or any other misuse of Customer accounts. Upon termination of the Services, all data, including configuration data will be deleted, and Fortinet has no responsibility for such data.

6.7. **Loss of data and accuracy of data.** While Fortinet takes commercially reasonable and industry standard technical and organizational steps to ensure the security of the Services, it is not responsible for the accidental loss or destruction of any data any End User transmits using the applicable Service and Fortinet disclaims all liability of any kind in relation to the content or security of data that any End User sends or receives through the Service. Further, Fortinet does not guarantee the accuracy of the reports, which may be compromised by various network incidents that impact data collection and accuracy (e.g. network outages, hardware upgrades, and the like), and in no event does Fortinet guarantee security or privacy of the Customer's network or assets.

7. TERM AND TERMINATION

7.1. **Term of Agreement.** This Agreement becomes effective as of the Effective Date and shall remain in effect until either terminated or until Customer no longer maintains any active Service Contracts.

7.2. **Term of Service Contracts.** Subject to the other provisions herein, each Service Contract is valid for the length of time provided for in the Customer's purchased Service Contract which is viewable upon activation in the applicable Support Portal. and which starts as follows:

7.2.1. **For new Service Contracts or Product Bundles:** The Service Contract starts on the Registration Date

7.2.2. **For Renewal Service Contracts:**

7.2.2.1 If registered prior to the expiration date of the previous Service Contract, starting from the calendar day

following the expiration date of the previous Service Contract; or

7.2.2.2 If not registered prior to the expiration of the previous Service Contract, starting from the actual Registration Date of the Renewal Service Contract or with the applicable start date being amended as described in Section 5.3;

7.2.3. **For Enterprise Agreement Program:** the applicable start date as communicated by Fortinet in the Enterprise Agreement Program acknowledgement executed by Customer.

7.3. **Termination.** Fortinet reserves the right to terminate this Agreement and/or any and all Service Contracts being provided hereunder, in its discretion, in the event of (a) breach of any terms herein by Customer, (b) breach of any of the terms of the EULA; (c) transfer of the unit of Product to a third party, (d) use of the Support Contract for other Products than the entitled Product, or (e) non-payment to Fortinet or to its FortiPartner for any Services by the Customer or a third party, with such termination having immediate effect, if such breach has not been cured within fifteen (15) calendar days after written notice by Fortinet to Customer or immediately upon notice of termination in the event of a breach that by its nature cannot be remedied within fifteen (15) calendar days. Fortinet may also terminate this Agreement without notice if Customer becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors. Upon any termination, Fortinet shall have no obligation to provide the Services hereunder.

8. SOFTWARE RESTRICTIONS

8.1. Customer hereby agrees to the software restrictions in Fortinet's EULA and further agrees (i) not to or not to attempt to reverse engineer, disassemble, decompile or otherwise access, obtain or modify the source code, internal structure, Hardware design or organization of the Product or support updates or Software, or any part thereof, or to aid or to permit others to do so, except and only to the extent as expressly required by applicable law; (ii) not to remove any identification or notices of any proprietary or copyright restrictions from any Product or support updates or Software; (iii) not to copy the Product or support updates or Software, modify, translate or, unless otherwise agreed, develop any derivative works thereof or include any portion of the Software in any other software program; (iv) only to use the Product and support updates and Software for internal business purposes and in accordance with then active specification, and (v) to keep confidential any Software and support updates and not share them with third parties.

9. INDEMNIFICATION

9.1. Customer will defend Fortinet against any claim, demand, suit or proceeding made or brought against Fortinet by a third party arising out of Customer's breach of this Agreement, any infringement or misappropriation of intellectual property rights caused by Customer (whether or not Customer has concurrently violated this Agreement), or any illegality of Customer data (individually and collectively, a "Claim"), and will indemnify Fortinet from any damages, attorney fees and costs finally awarded against Fortinet as a result of, or for any amounts paid by Fortinet under a settlement of, a Claim, provided Fortinet promptly gives Customer written notice of the Claim (provided that failure to so notify will not remove Customer's obligation except to the extent Customer is materially prejudiced thereby). For a Claim, Customer controls the defense and settlement of the Claim and Fortinet agrees to give Customer all reasonable assistance, at Customer's expense. Customer will not settle, compromise, or otherwise enter into any agreement regarding the disposition of any Claim without the prior written consent and approval of Fortinet unless such settlement (a) is solely for a cash payment, (b) requires no admission of liability or wrongdoing on the part of Fortinet, (c) imposes no obligation on Fortinet, (d) imposes no restriction on Fortinet's business, (e) provides that the parties to such settlement shall keep the terms of the settlement confidential, and (f) provides for a full and complete release of Fortinet. Customer shall reimburse Fortinet within 30 calendar days after demand for any losses incurred by Fortinet that is subject to an indemnification obligation as set forth in this Section.

10. WARRANTY

10.1. **Service Warranties.** Fortinet warrants that the Services are provided in a professional and workmanlike manner consistent with industry standards. Except as set forth herein otherwise, Fortinet provides its Services and Products on an "AS IS" basis. Neither Fortinet nor any of its officers, directors, employees, partners or agents, makes any representation, claim or warranty with respect to the Services or reports or data, whether express or implied, including without limitation, any warranty of quality, performance, non-infringement, merchantability, or fitness for a particular purpose, or any results generated from use of the Services or the reports. Fortinet makes no warranty that the Services will meet Customer's requirements, or that the Services will be uninterrupted, timely, or secure.

10.2. Fortinet will have no obligation to correct, and makes no warranty with respect to, errors caused by: (a) improper installation of the Software or Hardware; (b) changes that Customer has made to the Software or Hardware; (c) use of the Software or Hardware in a manner inconsistent with the documentation and instructions; (d) the combination of the Software or Hardware with hardware or software not approved by Fortinet; (e) malfunction, modification or relocation of Customer's Hardware or Software transferred to unapproved or unregistered devices; (f) Customer failure to use the Software and Services in accordance with local laws; or (g) business and/or service decisions based on reliance on the analysis or data aggregation results.

10.3. Product Warranties. The warranty limitations, restrictions on Customer and protections for Fortinet as contained in Fortinet's EULA are applicable. Except as expressly stated in its EULA, Fortinet does not provide any warranty whatsoever and nothing in this Agreement shall be construed as expanding or adding to the warranty set forth in the EULA. In the event of a conflict between this Agreement and the EULA, the EULA shall govern. Fortinet cannot guarantee that every question or problem raised in connection with the Services will be addressed or resolved, and in no event does Fortinet warranty or guaranty security and protection from all threats. EXCEPT FOR WARRANTIES CLEARLY AND EXPRESSLY STATED HEREIN, NOTWITHSTANDING ANYTHING TO THE CONTRARY, FORTINET MAKES, AND CUSTOMER RECEIVES, NO OTHER WARRANTIES OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, ARISING IN ANY WAY OUT OF, RELATED TO, OR UNDER THIS AGREEMENT OR THE PROVISION OF MATERIALS OR SERVICES HEREUNDER, AND, TO THE EXTENT PERMISSIBLE BY LAW, FORTINET SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF SATISFACTORY QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

11. LIMITATION OF LIABILITY

NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT WILL FORTINET BE LIABLE TO THE CUSTOMER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS OR LOSS OF DATA HOWEVER CAUSED, WHETHER FOR BREACH OR REPUDIATION OF CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE, WHETHER OR NOT FORTINET WAS ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES. NOTWITHSTANDING ANYTHING TO THE CONTRARY, FORTINET'S TOTAL POSSIBLE LIABILITY TO THE CUSTOMER AND OTHERS ARISING FROM OR IN RELATION TO THIS AGREEMENT AND THE SERVICES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR STRICT LIABILITY, SHALL BE LIMITED TO THE TOTAL PAYMENTS MADE BY CUSTOMER TO FORTINET UNDER THIS AGREEMENT FOR THE PARTICULAR SERVICE CONTRACT AT ISSUE DURING THE THREE HUNDRED SIXTY-FIVE (365) CALENDAR DAYS PRIOR TO THE DATE OF THE EVENT GIVING RISE TO THE LIABILITY. THIS LIMITATION WILL APPLY TO ALL CAUSES OF ACTION IN THE AGGREGATE. IN NO EVENT WILL FORTINET BE LIABLE FOR THE COST OF PROCUREMENT OR REPLACEMENT OF SUBSTITUTE GOODS. IN THE EVENT FORTINET SUSPENDS OR TERMINATES SERVICES IN THE MIDDLE OF A SERVICE TERM FOR ANY REASON, NOTWITHSTANDING ANYTHING TO THE CONTRARY, FORTINET'S MAXIMUM LIABILITY SHALL BE THE PRO-RATED AMOUNT OF THE FEES ACTUALLY PAID TO FORTINET FOR SUCH SERVICES FOR THE PERIOD OF THE CURRENT TERM DURING WHICH NO SUCH SERVICES ARE PERFORMED (I.E. THE PRO-RATED AMOUNT PAID FOR THE PERIOD FROM SUSPENSION OR TERMINATION TO THE END OF THE CURRENT PAID-FOR TERM). FOR CLARITY, IF FORTINET IS ENTITLED TO TERMINATE THE SERVICE PURSUANT TO THIS AGREEMENT FORTINET SHALL OWE NO REFUND OR ANY OTHER AMOUNTS, AND, IN ADDITION, IN ALL EVENTS, CUSTOMER IS RESPONSIBLE TO WORK IN GOOD FAITH TO MITIGATE ANY DAMAGES CUSTOMER MAY REALIZE. THE FOREGOING LIMITATIONS OF LIABILITY SHALL NOT APPLY TO DAMAGES ARISING FROM DEATH OR PERSONAL INJURY IN ANY JURISDICTION WHERE SUCH LIMITATION IS PROHIBITED BY APPLICABLE LAW. FOR FURTHER CLARITY, NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT OR OTHERWISE, IN NO EVENT DOES FORTINET PROVIDE ANY GUARANTEE OR ASSURANCE REGARDING COMPREHENSIVE SECURITY OR ENSURING FULL SECURITY OF THE PRODUCTS, SERVICES, OR CUSTOMER'S ASSETS OR NETWORKS.

12. GENERAL PROVISIONS

12.1. Compliance with laws. Customer hereby agrees to comply with all applicable laws, such as data privacy and privacy disclosure laws. Fortinet's Products and Services may be subject to the United States Export Administration Regulations and other import and export laws. Diversion contrary to United States law and regulation is prohibited. Customer agrees to comply with, and ensure compliance with, all applicable laws that apply to the products as well as the Customer and destination restrictions issued by U.S. and other governments. As just one example, if Customer is a FortiPartner that provides Return Manufacturer Authorization services ("RMA"), Services or other Services on behalf of another entity or otherwise provides Product or Services, Customer shall ensure proper, required export licenses are obtained for all Product, whether newly-purchased or RMA, prior to exporting those appliances and prior to providing any Services related to those appliances, if such export license is required. In addition, for RMA units or other units registered in a FortiPartner's name, the FortiPartner is responsible for all export compliance. In addition, if Customer or the end-user on whose behalf Customer is providing RMA, Services or other Services is designated a Denied Party, Specially Designated National, on the Entity List, or otherwise subject to an export license requirement after this agreement, then Fortinet may terminate or suspend, in its sole discretion, any and all Services related to Product or Services exported without full compliance with applicable export laws. For additional information on U.S. export controls see www.bis.doc.gov. Fortinet assumes no responsibility or liability for Customer's or partners' failure to obtain any necessary import and export approvals. Customer represents that neither the United States Bureau of Industry and Security nor any other governmental agency has issued sanctions against Customer or otherwise suspended, revoked or denied Customer's export privileges. Customer agrees not to use or transfer the Products or Services for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the United States Government by regulation or specific written license. Additionally, Customer agrees not to directly or indirectly export, import or transmit the Products or Services contrary to the laws or regulations of any other governmental entity that has jurisdiction over such export, import, transmission or use. Customer represents that Customer understands, and Customer hereby agrees to comply with, all requirements of the U.S. Foreign Corrupt Practices Act and all other applicable laws. Fortinet is not responsible for Service delays or outages or loss of data resulting from activities related to Fortinet's and its service partners compliance with export regulations and cooperation with applicable domestic or foreign regulatory agencies (e.g., delays caused by requirement to obtain required licenses). Customer agrees, acknowledges and warrants that it will take reasonable steps to ensure it will meet all legal requirements to assist law enforcement agencies.

12.2. Service Description; Updates. A description of the various Services is available on the Fortinet website, and on the applicable services portal. In its sole discretion Fortinet may make updates to its Service offerings from time to time. If Fortinet makes a material change to the Services, those changes will be reflected in the on-line service descriptions stored on the applicable portal. Fortinet may also make changes to this Agreement, including any linked documents, from time to time. Unless otherwise noted by Fortinet, material changes to the Agreement will become effective thirty (30) days after they are posted, except if the changes apply to new Service functionality in which case they will be effective immediately. If Customer does not agree to the revised Agreement, Customer must stop using the Services and promptly notify Fortinet in writing. In no event shall Fortinet be obligated to refund Customer or FortiPartners, any amounts previously paid.

12.3. Survival of terms. The terms contained herein which by their nature are intended to survive the termination of this Agreement shall do so.

12.4. Transferability. Customer may not assign or otherwise transfer this Agreement without written consent from Fortinet. Any attempted assignment or attempted transfer without Fortinet's consent shall be null and void and may result on the termination of this Agreement and related Service Contracts. Fortinet may assign its rights and obligation under this Agreement to a third party without consent from Customer.

12.5. Third-party providers. Fortinet reserves the right to subcontract its obligations herein to third-party organizations. Fortinet also reserves the right to change service subcontractors without notice.

12.6. Entire Agreement. The provisions of this Agreement constitute the entire agreement between the parties with respect to the subject matter hereof, and this Agreement supersedes all prior agreements or representations, oral or written, regarding such subject matter. With the exception of the EULA, this Agreement takes precedence over any conflicting provisions in a document a Fortinet portal website such as a service description or support portal terms. This Agreement may be modified or amended only in accordance with Section 12.2 herein. All notices from Customer to Fortinet must be made by opening a new Support Ticket through the Support Portal.

12.7. Confidential information. Customer may be exposed to certain information concerning the Products and Services including, without limitation, maintenance releases (regularly scheduled and released updates and upgrades to software), feature releases (enhancements released through Fortinet's Product planning practices or through Customer requests) and other Product, Service or business information, which is Fortinet's confidential or proprietary information (herein "Confidential Information"). The Customer agrees that, during and after the term of this Agreement, the Customer will not use or disclose to any third party any Confidential Information without the prior written consent of Fortinet, and Customer will use reasonable efforts to protect the confidentiality of such Confidential Information. The Customer may disclose the Confidential Information only to its employees as is reasonably necessary for the purposes for which such information was disclosed to Customer; provided that each such employee is under a written obligation of nondisclosure which protects the Confidential Information under terms substantially similar to those herein.

12.8. Governing Law, venue and settlement of controversies. This Agreement shall be governed by the laws of the State of California, as applied to agreements entered into and to be performed entirely within California between California residents, without regard to the principles of conflict of laws or the United Nations Convention on Contracts for the International Sale of Goods. Any disputes arising from or relating to this Agreement or the breach hereof that cannot be amicably settled by and between the parties shall be referred to and finally resolved by arbitration. The place of arbitration shall be Santa Clara County, California, pursuant to the Streamlined Arbitration Rules and Procedures of Judicial Arbitration and Mediation Services (JAMS), or its successor, before a sole, neutral arbitrator and shall be conducted in English. The parties specifically consent and agree that the federal courts located in the Northern District of California will have jurisdiction over enforcement of any arbitration decisions. For any dispute not referred to arbitration, the parties submit to the exclusive jurisdiction of federal courts (if applicable) or state courts (if federal courts are not applicable) located in Santa Clara County, California, and the parties agree to litigate any such disputes there.

12.9. Ordering, Taxes, and Duty. Where purchasing directly from Fortinet, by purchasing Services directly or indirectly through a FortiPartner, as the case may be, Customer agrees to pay the purchase price for the Services, and all sales, use, valued-added and other taxes and all customs duties and tariffs now or hereafter claimed or imposed by any governmental authority upon the sale of the Services. Where purchasing from Fortinet all payments shall be due upon purchase, in U.S. Dollars, and free of any currency control or other restrictions. All prices payable under this Agreement are exclusive of all foreign, federal, state, municipal tax or duty now in force or enacted in the future. Customer shall comply with all applicable tax laws and regulations and the Customer will promptly pay or reimburse Fortinet for any costs and damages related to any liability incurred as a result of Customer's non-compliance or delay with its responsibilities herein. All sales are final and the Services are not returnable. The Customer's obligations under this Section shall survive termination or expiration of this Agreement.

12.10. English language and interpretation. This Agreement is in the English language only, which language shall be controlling in all respects. Any versions of this Agreement in any other language will be for accommodation only and will not be binding upon either party. In construing or interpreting this Agreement, the word "or" shall not be construed as exclusive, and the word "including" shall not be limiting. The parties agree that this Agreement shall be fairly interpreted in accordance with its terms without any strict construction in favor of or against either party and that ambiguities shall not be interpreted against the drafting party.

12.11. No waiver and severability. Failure by Fortinet to enforce any provision of this Agreement will not be deemed a waiver of

future enforcement of that or any other provision. The exercise by either party of any remedy under this Agreement will be without prejudice to its other remedies under this Agreement or otherwise. If for any reason a court of competent jurisdiction or an agreed-upon arbitrator finds any provision of this Agreement, or portion thereof, to be unenforceable, that provision of the Agreement shall be enforced to the maximum extent permissible so as to affect the intent of the parties, and the remainder of this Agreement shall continue in full force and effect.

12.12. Force Majeure. Fortinet shall be excused from performance to the extent performance is rendered impossible by strike, fire, flood, extreme weather, disaster, act of war or terrorism, military operations, riots, insurrection or civil disorder, national or local emergency, famine, disease, epidemic or pandemics, governmental acts or orders or restrictions, failure of suppliers or any other reason where failure to perform is beyond Fortinet's reasonable control.

12.13. Future Functionality. Customer agrees that its purchases of Products or Services are not contingent on the delivery of any future functionality or features, or dependent on any oral or written public comments made by Fortinet regarding future functionality or features.

12.14. Relationship of the Parties. The parties are independent contractors. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties.

12.15. No Third-Party Beneficiaries. There are no third-party beneficiaries to this Agreement. For clarity, End Users are not third-party beneficiaries to this Agreement.

July 2025

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